

## UE 1

1. Typically users enter new environments and feel them out. How does a system setting the terms of the environment early effect this and what reactions from the users does this recieve?
  2. Is it too pushy?
  3. Will users remember this information by the end of the enactment exercise?
- Everyone must agree to the use of the system
    - it's not helpful if one person forces it upon the house
  - The system isn't a good fit for dorms
    - 4 - There's not much cooking going on and bathrooms are shared for the floor
  - Tutorial functionality is a "nice to have" feature but not something they're really in need of
    - 4 - I typically want to explore the house on my own the first time
    - 5 - I would like a more specific help during the tutorial like how to use specific facilities of the household, I don't need general help about what's good and what's bad to do
  - 3,5 - The system is particularly good for people who have already been living in the household but it may put off newcomers
  - System was generally felt as welcoming

## UE 2

1. How do people actually feel about a computer system yelling at them or pointing out their faults in cleanliness? Responsive? Defensive?
  2. Do people react differently to the system calling them out specifically by name?
  3. How would people react to the system taking a very good look at who they are to ensure they are the ones who made the mess? Ex: picture or fingerprints on door, or weight.
  4. Which is more effective at reducing roommate conflicts? Cleaning up after others (out of sight out of mind) or telling them to clean up?
  5. How do users react when we allow them to respond with things like "I'll do it later" or "send an apology". Do their bad habits get reinforced?
- 1 - It's important for the system to know exactly who made the mess and to not wrongly target people
  - 1 - Wants the system to sync with her schedule and for the system to not even contact her when it knows she's having a busy day, and the system could automatically adjust the timing to remind her.
  - 1 - signal is going to get weak if the system is told to leave an apology note every time
  - 1 - Still liked the idea of a manager/coordinator helping out in the household
  - 2,3 - Hopefully the system only talks to me so that no one else can hear the system criticising my forgetfulness
    - Seen as an invasion of privacy
  - Our concern about the system pointing out the roommate's unperformed responsibility of house cleaning is not a problem to a majority of our participants
  - 3 - The nicer system is better because the system should be more constructive as to make each roommate's life easier. The pushy system is fixing the problem still but it is ruining their schedule and making them more uncomfortable.
  - 1,2 - The apology note is something that can get very weak after some time but is still a good option to have.
  - Apology note has the potential to get abused.
  - 5 - The system will work better if it only communicated in a public space and did not bother him when he was in his room.
  - 4 - Found it okay if the reminders came to him in his room and the interruptions were kept to a minimum but public spaces were fine.
  - 1 - Mentioned tolerance levels potentially being different so it would be nice for the system to get an initial sense of tolerance levels from the roommates.

- 3 - For the nice system, the system helping him turn on the water to wash the dishes made him more willing to go and start cleaning the dishes
- 2 - Was okay with being locked in the BR for a minute or so. Felt like it was a strong signal.
- 4 - Being honest, would love for the repercussions to happen to others but not to himself.
  - Wants the benefits but not the costs.
- 3,5,4 - Doesn't matter if the system calls them by name, it's a system at the end of the day
  - 3 - The system sounds even friendlier when it used his name.
- Users would love for the system to clean for them but this is not necessarily the goal
  - The intent of the system is to form habits so when you leave, your progress doesn't just go away
- 1 - Mentioned that it would be good if she was able to customize her apologies
- 4,5 - The system should tell them what information they track (privacy concerns)
  - Does it know what we're doing in our rooms?
  - But things like when we eat and when we take showers seems fine to help solve conflicts

### UE 3

1. How do users feel about a computer telling them what their personal schedule should be?
  2. Do the non-forgetful users react differently when they are suggested to change their schedule as a result of the messy roommate?
- 4 - "The system should promote confrontation with my roommate"
  - 3 - "Some people are more passive in their confrontation but others are more up front with complaints."
  - Making the clean roommate change schedules was controversial
    - 2 - Would be better for both her and her roommate to compromise rather than just changing her schedule
    - 1 - Was very offended at needing to compromise on her dinner time
    - 4 - "No, make mark change his schedule, why should I if I didn't make the mess?"
    - 5 - Was completely fine with changing his schedule
      - Dinner time didn't really matter to him
    - 2,4,3 - Users would like the choice between a few different alternate schedules, not just one
  - Users reacted positively to the system scheduling a time for them to confront their roommate after rescheduling was refused
  - 4 - Even if you ask the messy roommate to change their schedule, some people may refuse

### Overall Findings

- Giving a sense of urgency is tough in UE's
  - Many people forgot that they had a meeting even though they were just told 30 seconds prior
- System was treated like a system first and foremost and because of this, it was not seen as too invasive or rude when it told them to change their habits
- Users wanted the "voice" localized to them
  - Because of the constraints of the setting, the voice was perceived to be heard by all roommates